



**Standards of Independence and General Policies
for Participation at the Scituate Senior Center
and Transportation Services**

The Scituate Council on Aging & Senior Center welcomes all older adults as well as younger residents when appropriate to participate in programs and activities, both at the Scituate Senior Center and other off-site locations. Occasionally we may restrict participation to residents of Scituate and/or 60 years or older due to limited space or availability.

We do adhere to requested **Standards of Independence and Behavior** with respect to attending programs and activities provided through the Senior Center. These same standards apply to our transportation services while on the van or participating in events or activities in other locations.

Visitors and patrons of the Senior Center and Transportation Services:

1. Must be capable of independent decision-making, planning and arranging of their own activities (e.g. transportation scheduling, registration, payments, etc.). They should also be physically self-sufficient to participate in activities and to use the facilities (e.g. bathrooms) independently. Safety is the primary concern. Participants who are not self-reliant and might wander must have an escort or companion, arranged by the family or responsible party, to accompany them on the COA van and/or programs/activities at the Senior Center.
2. Must be responsible for one's own personal health and medical care, including the taking of medications and monitoring of special diets, while at the Senior Center or sponsored trips. COA staff cannot be responsible for providing medical assistance or for monitoring participation or attendance based on physical or mental limitations.
3. Must be responsible for their own personal care and able to perform basic Activities of Daily Living (ADLs), including hygiene and feeding without assistance. Participation at the Senior Center is contingent on the individual's ability to care for oneself, unless accompanied by a companion. Problems with continence and toileting accidents must be resolved by the individual in order to participate in activities or events. Contact COA Outreach for resources for any individual for whom this is a problem.
4. Must be certain to use their cane, walker or wheelchair (if physician mandated) to ensure their safety while in or around the building(s).

Also, if unable to safely use the steps on the van, you must use the lift.

5. Must provide the COA staff with the name and daytime telephone number of a person to contact in the event of an emergency. This information should be updated on a regular basis. If a participant experiences a medical problem while on the premises, or in the COA van, COA staff will contact 911 and notify the emergency contact on record.
6. Should be respectful of and courteous to other Senior Center participants, COA staff, volunteers, program instructors, and van drivers. If aggressive behavior or verbal abuse occurs, participant risk suspension from Senior Center and/or van privileges.

7. Should be aware that the Senior Center is a very small, open space, and with these limitations in mind, noise and foot traffic should be kept to a minimum during activities whether the activities are exercise, informational seminars, meetings or discussion groups.
8. Must be sober and not under the influence of alcohol or any illegal substances. Illegal substances are not permitted on the premises or on the van.
9. Should speak to the COA Director or a COA staff person if they feel they are being treated disrespectfully by anyone.

The Council on Aging (COA) Grievance Policy is as follows:

- a. Policy: Scituate Council on Aging program participants, volunteers, and staff members shall follow the established procedures detailed below when submitting complaints or grievances about COA issues and/or staff.
- b. Procedure: The established procedure begins with a complaint being submitted to the Executive Director of the COA. If the complainant feels response is not satisfactory, he/she should be referred to the persons listed below for further response in the following order.
 - Town Administrator
 - Chair of the COA Board of Directors
 - Chair of the Scituate Board of Selectmen

10. The Council on Aging (COA) Suggestion Policy is as follows:

- a. Policy: Scituate Council on Aging program participants, volunteers, and staff members are encouraged to make suggestions regarding programming and operation of the Senior Center. If a suggestion is actually a complaint about issues and/or staff, please see the Grievance Policy.
- b. Procedure: Suggestions regarding overall operations and programming should be made to the Director of the Scituate COA; outreach issues to the Outreach Coordinator; and transportation to the Transportation Coordinator. If person submitting suggestions feels it has not been adequately addressed he/she may contact the following persons in the order detailed below.
 - COA Director (if originally submitted to staff)
 - Chair of the COA Board of Directors
 - Town Administrator
 - Chair of the Board of Selectmen

PLEASE NOTE: If a participant cannot meet the required standards, the Council on Aging staff is available to share resources and assist the individual and his/her family in finding other options that better meet the needs of the individual.

SNOW POLICY: If the schools in Scituate are closed due to inclement weather, then the vans will not be running for any purpose and classes at the Senior Center may be cancelled. Activities occurring in a school facility will always be cancelled. If your pathway to the van is not cleared in a manner which allows safe passage, the driver will not pick you up.

PLEASE BE ADVISED THE TRANSPORTATION SERVICES PROVIDED ARE "ORIGIN TO DESTINATION." THE DRIVER IS NOT PERMITTED TO LEAVE THE VAN EXCEPT TO OPERATE THE WHEELCHAIR LIFT.



**PLEASE COMPLETE THE FOLLOWING INFORMATION AND
SIGN THE CONSENT AND RELEASE ON THE REVERSE SIDE**

***A separate Information Form and Consent and Release are required
for all participants, passengers, companions and escorts.***

Full Legal Name: _____

Street Address & Unit #: _____

Town, State, Zip Code: _____

Mailing Address (if different): _____

Home Telephone: _____ Cell Telephone: _____

Email Address: _____

Birthdate (Month/Day/Year): _____

Gender: ☐ Female ☐ Male Live Alone: ☐ YES or ☐ NO

TO BE TRANSPORTED SAFELY THE CLIENT WILL NEED:

☐ The Lift ☐ Escort **I currently use:** ☐ Walker ☐ Cane ☐ Wheelchair

Emergency Information is required for everyone who participates in COA Senior Center programs and activities including transportation services.

Emergency Contact Name: _____

Emergency Contact Relationship: _____

Emergency Contact Daytime Telephone: _____

I have read and understand the questions on the application, and I have filled it out to the best of my ability.

I have received a copy of the Scituate Council on Aging Transportation Services Policies and Regulations and the Standards of Independence and General Policies. I agree to comply with the policies, regulations and standards for participation and transportation services.

Failure to abide by these policies and regulations or meet the standards required may result in a limitation, suspension or termination of services including Council on Aging programs, activities and transportation.

Signature

Date

Please detach this section and mail or return to the
Scituate Council on Aging at 27 Brook Street, Scituate, MA 02066



CONSENT & RELEASE FORM

A separate Consent and Release Form is required to be signed by all passengers and companion riders.

I, _____ the undersigned, do hereby agree to my voluntary participation in **Transportation Services** provided through the Scituate Senior Center/Council on Aging and the Town of Scituate.

1. I also agree to forever release the Town of Scituate and all their employees, agents, board members, volunteers and any and all individuals and organizations assisting or participating in any programs or services of the Town of Scituate and the Senior Center/Council on Aging (the "Releasees") from any and all claims, rights of action and causes of action that may have arisen in the past, or may arise in the future, directly or indirectly, from personal injuries to myself or property damage resulting from my participation in the Town of Scituate's aforementioned activities, programs or services.
2. I also promise to indemnify, defend, and hold harmless the Releasees against any and all legal claims and proceedings of any description that may have been asserted in the past, or may be asserted in the future, directly or indirectly, arising from personal injuries to myself or property damage resulting from participation in the Town of Scituate's aforementioned activities, programs or services.
3. I further affirm that I have read this Consent and Release Form and that I understand the content of this Form. I understand that my participation is voluntary and that I am free to choose not to participate in said programs or receive said services. By signing this form, I affirm that I have decided to participate in the Town of Scituate and Senior Center/Council on Aging activities, programs or services with full knowledge that the Releasees will not be liable to anyone for personal injuries and property damage that I may suffer through these voluntary activities, services or programs.
4. Permission is granted for use of photographs taken in promotional material, which may include but is not limited to flyers, notices, websites and bulletin boards.
5. I have received a copy of the Standards of Independence and General Policies and Transportation Services Policies and Regulations. I have read the information provided to me by the Scituate Council on Aging and I agree to comply with the regulations and conditions.

Participant Signature

Date

Commitment ★ Connection ★ Community

SCITUATE COUNCIL ON AGING Transportation Services Policies and Regulations

1. Requests for all **LOCAL RIDES** within Scituate require 2 business days (48 hours) advance notice.
2. Requests for all **OUT OF TOWN** medical rides require 5 business days advance notice. Scheduling is done through the Scituate COA. Transportation is provided by South Shore Community Action Council (SSCAC). They request appointment times between 10:30 am and 1:15 pm. The earliest pick up time is 9:45 am. If you fail to cancel a ride you may be responsible for the full cost of the ride as billed by the SSCAC to the COA.
3. **CANCELLATIONS** are required 24 hours in advance of your scheduled ride. **Repeated cancellations may result in a limitation, suspension or termination of transportation services.**
4. All requests for transportation are to be made by calling the COA Transportation Coordinator at the Senior Center at 781-545-8722, X3. Riders are NOT permitted to contact SSCAC or COA drivers directly.
5. **Riders must be able to travel alone/independently without assistance from drivers. This includes to and/or from their home and destination.** The driver will assist passengers using the wheelchair lift on and off the lift but cannot leave the van to wheel passengers to/from their home or destination.
6. The van can only wait up to 5 minutes outside of your home for pickup. You MUST watch for the van or take into account the scheduled pickup time and be waiting where you can see the van pull up. We cannot call each rider to announce that the van is waiting.
7. All riders are required to secure and wear seat belts for the ride duration.
8. Once on the van, destinations cannot be changed, nor a new destination added. Drivers follow the schedule produced for them by the COA Transportation Coordinator.
9. Riders scheduled for a round trip, who then elect other transportation, must notify the Council on Aging and/or the driver so that the ride is cancelled and rider is not considered 'missing'.
10. Medical transportation is always a priority over other destinations. We will try to communicate unforeseen delays or changes in the schedule to you should a conflict occur.
11. When requesting medical transportation we will need your doctor's name, address, telephone number and length of your appointment. Please advise the doctor's office that the COA will be providing your transportation.
12. If a medical appointment involves anesthesia, the COA requires a companion to accompany you.
13. Drivers cannot assist in any money/banking transactions.
14. Drivers cannot pick up prescription or over the counter medicines.
15. Drivers cannot assist with getting bundles from the store into the van or into your home.
16. If a rider experiences symptoms that cause the driver to be concerned for your health or safety, the driver must call 911.
17. If the driver has concerns regarding a rider's mobility or safety or independence, COA staff will be asked to evaluate and determine if assistance is needed for future transportation services.
18. The COA van cannot transport from nursing homes, hospitals.
19. Appropriate behavior is expected at all times.

SCITUATE COUNCIL ON AGING TRANSPORTATION SERVICES



The Scituate Council on Aging provides transportation services to Scituate adults 60+ and those who meet the requirements of the Americans with Disabilities Act of 1990.

Contact Information

Kathy Clarkeson, Transportation Coordinator
27 Brook Street, Scituate, MA 02066 (781) 545-8722 Ext 3

Hours of Senior Center Operation

Monday - Thursday 8:30 am to 4:30 pm Friday 8:30 am to 3:00 pm

Council on Aging Transportation Services

Local in town rides for a variety of destinations including COA programs and activities and medical and personal appointments

Medical Rides

Rides for local in town and out of town medical appointments

Transportation Fees

Fees or suggested donations normally apply as follows.

Checks are made payable to: Scituate Council on Aging

Within Scituate Dial-a-Ride (ADA Compliant)

Single Ride \$1.75 Round Trips \$3.50 10-Ride Pass \$15.00

Medical Out of Town

One Way \$5.00 Round Trip \$10.00

The LINK - Out of Town Medical Transportation: Scheduling is done through the Council on Aging Transportation Coordinator. Transportation services are generally provided by South Shore Community Action Council. 5 days advance notice for scheduling rides; 1 day notice for cancellations or prior to van leaving on route, or will be considered a No Show for policy purposes.

GATRA - Greater Attleboro Regional Transit Authority 800-437-3844

Public SLOOP includes Senior Housing, Harbor, Town Hall, Senior Center, N. Scituate Plaza, MBTA, Widows Walk Golf Course, Harbor Community Building

Dial-A-Ride: 781-545-8722 X3 Business Hours or **GATRA 508-697-0017 #6** during extended hours. Origin to Destination using COA vans OR contracted vendor serving adults 60+ or those who meet the requirements of the Americans with Disabilities Act of 1990 (ADA).

Scituate Council on Aging - The COA provides vans and drivers for transport to local destinations, Senior Center, in-Scituate medical appointments and community activities. 48 hours' notice for scheduling rides; 1 day notice for cancellations or prior to van leaving on route, or will be considered a No Show for policy purposes.